Technology and Innovation in the NHS

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Technology plays a very important role in my life and my families. I believe that technology could bring access to information and care for me and my family. However, there is evidence of a lack of willingness to engage or infrastructure to support it yet. I am registered blind and cannot read print. I cannot read appointment letters, result information, leaflets, medical notes, prescriptions and so on. I have to rely on family members and medical staff to read this to me. It is not always appropriate or available to do so. If I could have information available in accessible electronic format, e.g. my pregnancy notes when expecting my children, appointment letters and so on, then it would be a better use of resources and more accessible to me and my family.

I have occasionally had the odd report emailed to me, but it always seems to cause a ridiculous fuss because of confidentiality and security concerns, even though, I can’t access the paper version and anyone would have to read it to me anyway. It doesn’t encourage independence, or good use of resources, plus it fails to meet information standards that are available to everyone else.

Technology could be a very simple way of developing an app, or using email that could really change access to health services for blind and visually impaired people and their families.

Another example of where technology made a difference was when I went for my first prenatal scan. I couldn’t see the screen, but my husband and the sonographer managed to record it on to a cd for me, and I could see it when i got home on my on a DVD player.